



PATENT
Attorney Docket No. 47004.000089

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

Rebecca Lynn Siegel, et al.

Group Art Unit: 3785

Serial No.: 09/901,078

Examiner: Unknown

Filed: July 10, 2001

For: SYSTEM AND METHOD FOR SUPERVISING ACCOUNT MANAGEMENT
OPERATIONS

SUBMISSION OF CORRECTED FORMAL DRAWINGS

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

This is in response to the Notice to File Corrected Application Papers dated August 22, 2001. Applicants submit herewith six (6) sheets of formal drawings (Figures 1-6) for filing in the above-referenced patent application.

In the event any other fees are incurred upon the filing of these documents, please charge the undersigned's Deposit Account No. 50-0206.

Respectfully submitted,

HUNTON & WILLIAMS

Dated: October 4, 2001

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Title of Invention: "System and Method for
Supervising Account Management"
Inventor's Name: Rebecca Lynn Siegel, et al.
Application No.: 09/901,078
Attorney Docket No.: 47004.000089

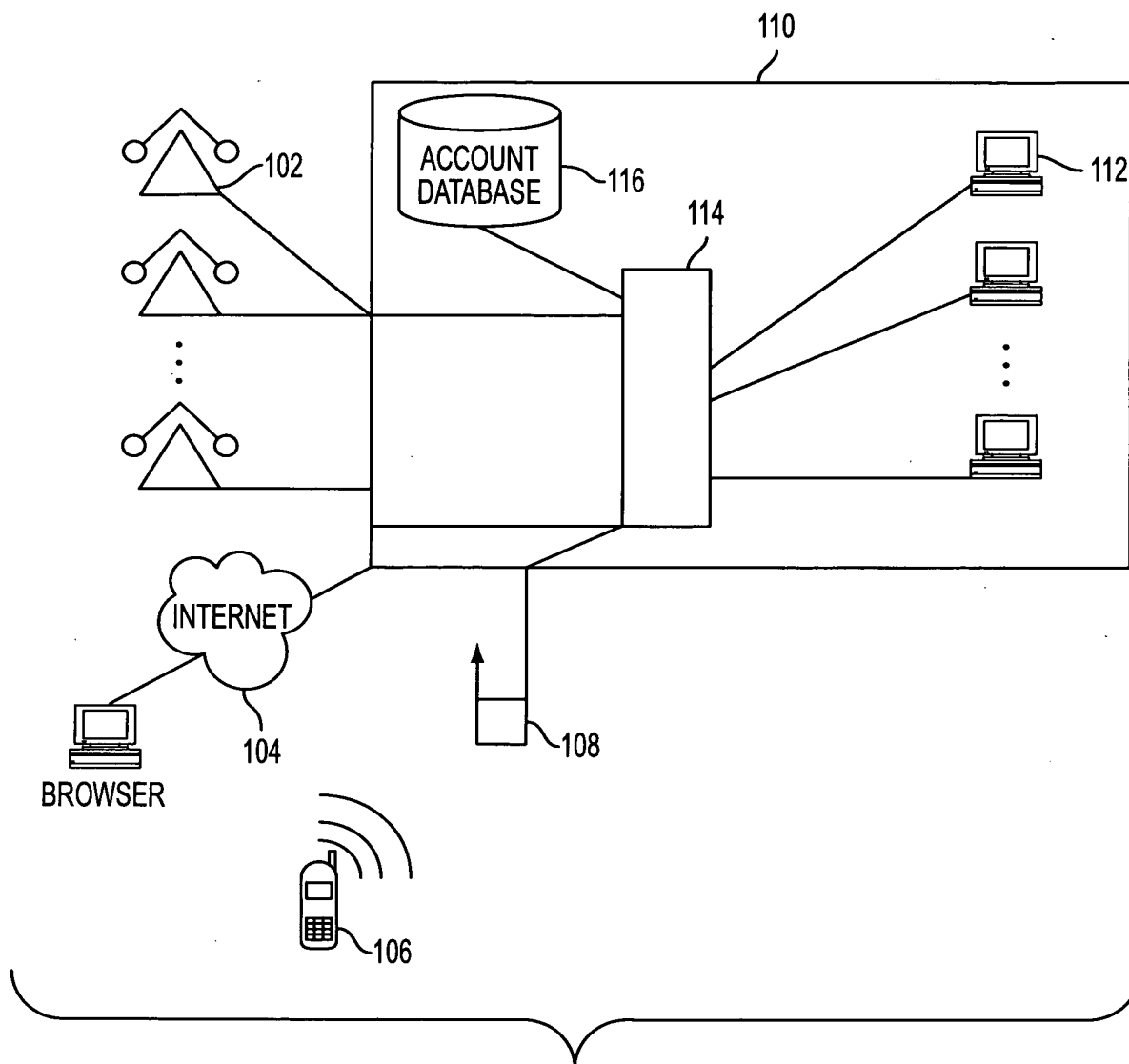


FIG. 1

LOCATION OF ACCOUNT 10 DAYS
 AFTER PROMISE

09901078-00040

http://swlnts735/CSD_Applications/AppMaint/java/menus.htm - First USA Internet Explorer

File Edit View Go Favorites Help

Administration | Analysis | Logout | Help |

Performance Print DMM Help

Delinquency Movement Matrix

Tree Organization

- └-- Austin
- └-- Austin Recovery
- └-- Orlando
 - └-- Petruzzelli, Carl
 - └-- Annis, Dawn
 - └-- Buxton, Teresia
 - └-- Legg, John
 - └-- Rockwell, Christina

Start Date CSR

End Date Tree Level

Company Level

Matrix Data exists from 11/06/1999 to 04/22/2000

Search

Display Matrix

Total Dollars Paid

Report for: Rockwell, Christina

Bucket 10-days after Promise

	0	1	2	3	4	5	6	7	8
0	\$29,995								
1		\$129,722							
2			\$22,173						
3				\$13,131					
4					\$5,005				
5						\$4,026			
6							\$2,202		
7								\$648	
8									\$0

Static Roll

Original Bucket

Status Ready Report Displayed for: Rockwell, Christina Load Time 00:00:10

LOCATION OF ACCOUNT ON DAY
 PROMISE TAKEN

202

FIG. 2

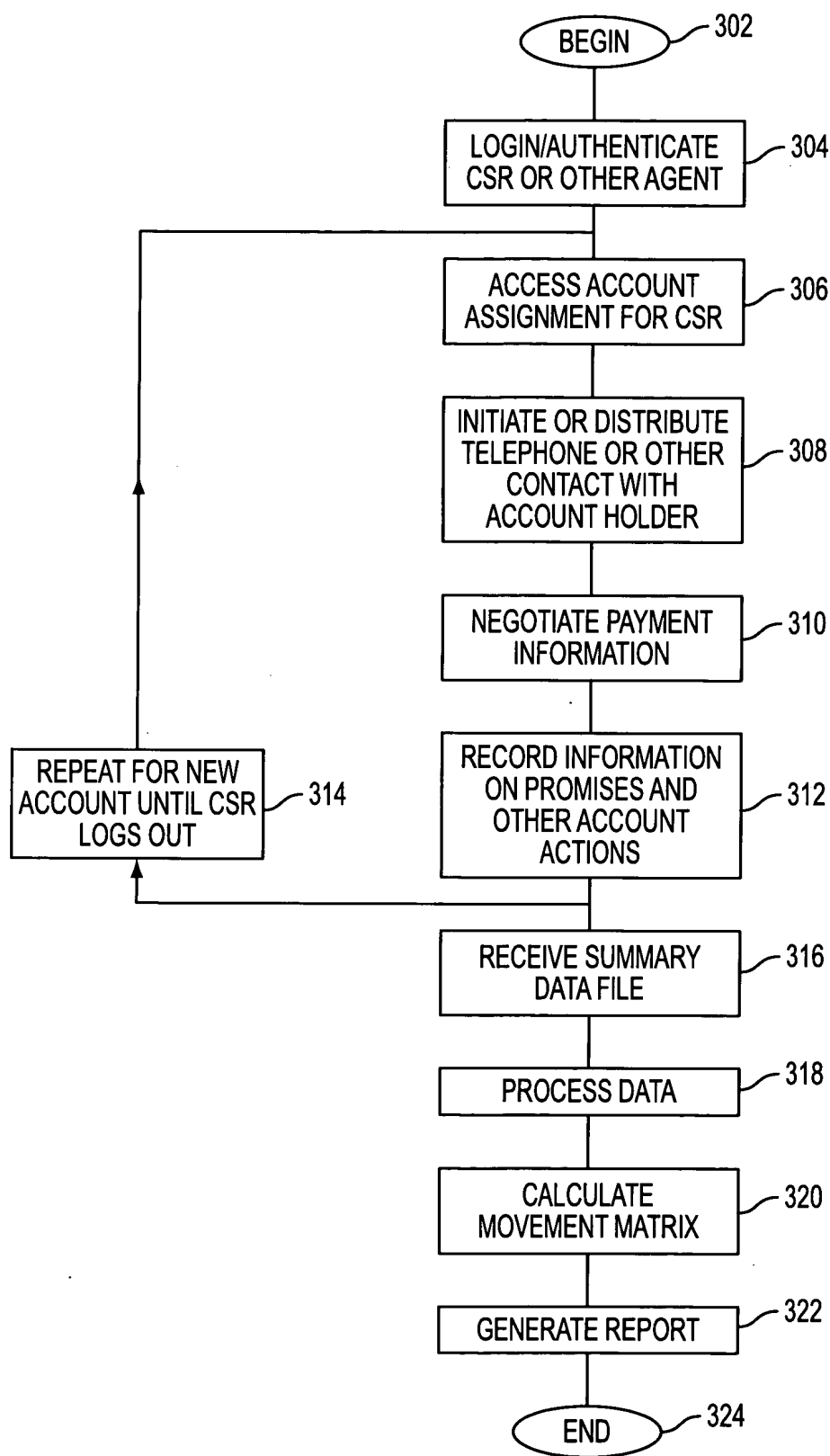


FIG. 3

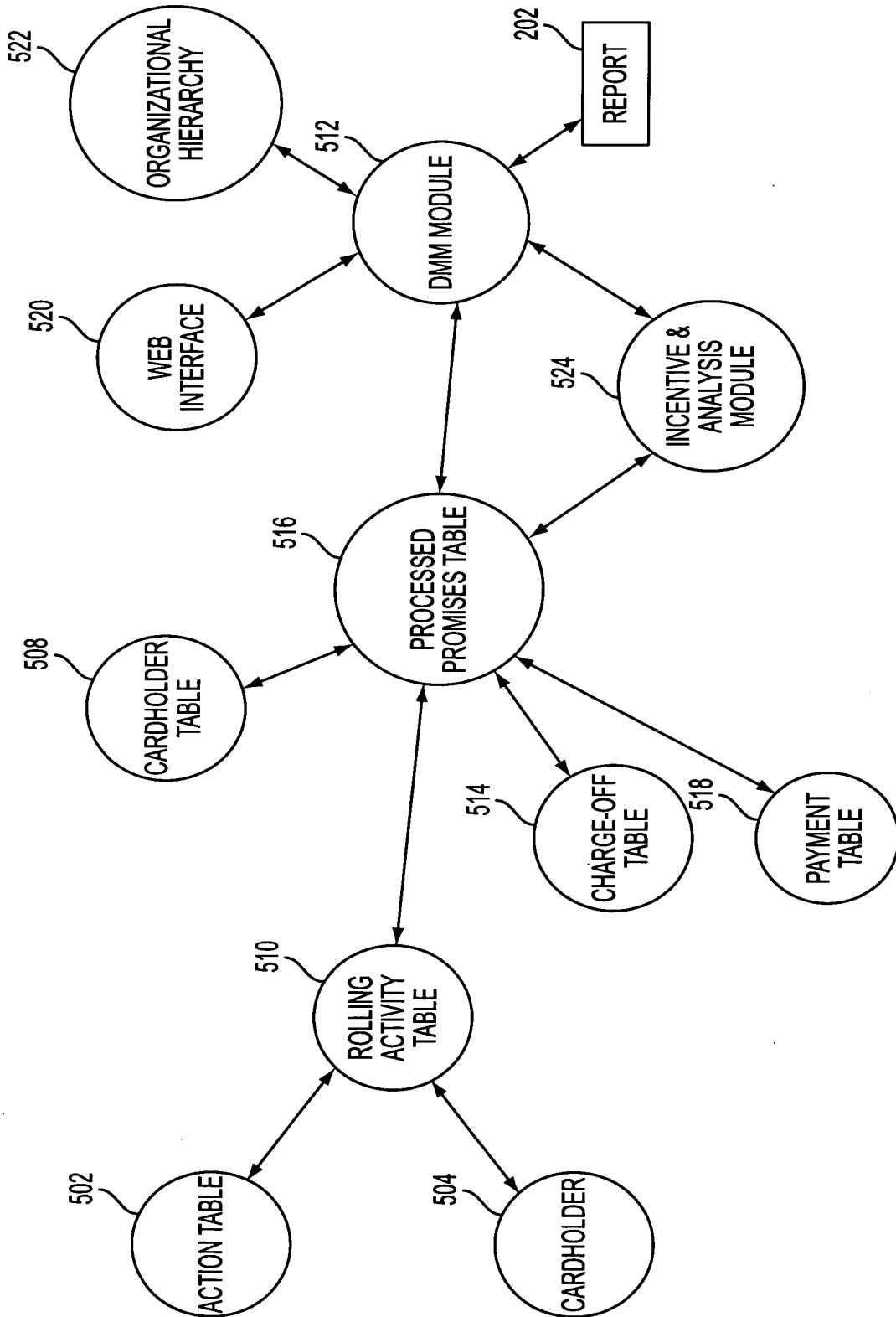


FIG. 4

Organization Option	Description
CSR	Option to view performance at CSR, Team Manager, Team Leader, site, and company level
CSR - No organization	Option to view CSR performance regardless of company, site, Team Manager, or Team Leader

Note: Global report is available for all report options.

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View Window

Delinquency Movement Matrix

Global

- ☒ -- Bank One
- ☒ -- Chevy Chase
- ☒ -- First Card
- ☒ -- First USA

Tree Organization

Start Date MM/DD/YYYY

End Date MM/DD/YYYY

Matrix Data exists from 09/20/1999

Display Tree

Global Level

Date Ranges

Search Total: 149

Display Matrix

Display Report

Report for: Chevy Chase

Bucket 10-days after Promise

	0	1	2	3	4	5	6	7	8
0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
1	72.31%	20.83%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2	50.37%	12.35%	24.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
3	26.69%	9.25%	21.00%	34.88%	0.00%	0.00%	0.00%	0.00%	0.00%
4	23.40%	2.13%	6.38%	27.66%	28.72%	0.00%	0.00%	0.00%	0.00%
5	23.40%	0.00%	2.13%	6.38%	27.66%	31.91%	0.00%	0.00%	0.00%
6	21.74%	2.17%	0.00%	0.00%	2.17%	28.26%	23.91%	0.00%	0.00%
7	19.05%	0.00%	0.00%	0.00%	2.38%	2.38%	14.29%	33.33%	0.00%
8	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Original Bucket

Static Roll

Backward Roll

Status Ready.. Report Displayed for: Chevy Chase Load Time 00:00:04

FIG. 5

FOOT-82070650

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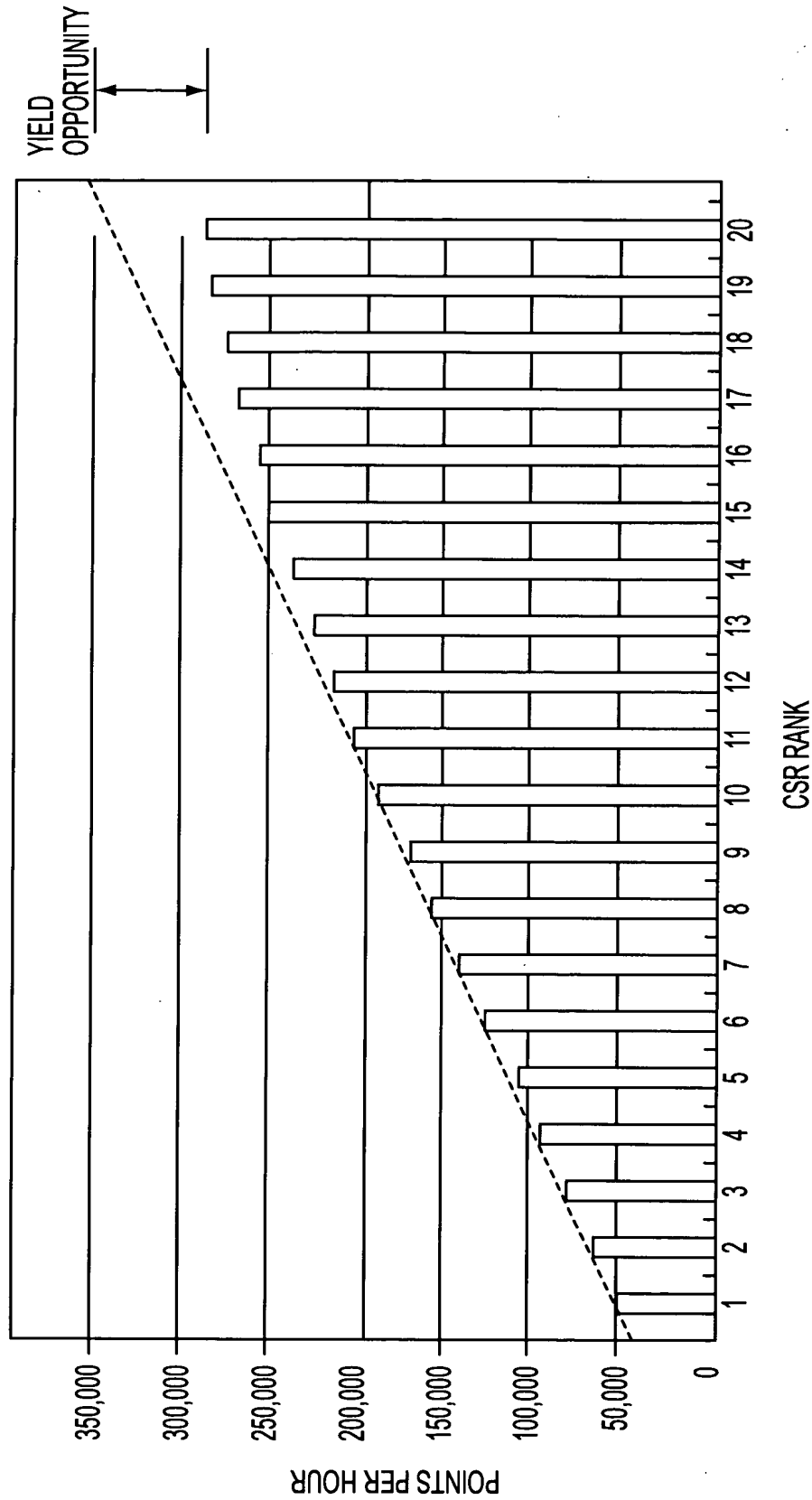


FIG. 6